

IT Professional Technical Services Master Contract Program T#:902TS Statement of Work (SOW) For Technology Services

Issued By: Ramsey County Information Services
Project Title: VM/ESX Software Migration project
Service Category: Analyst-Technical

Business Need

Ramsey County, through its Information Services Department (the "County") is sponsoring the above referenced VM/ESX Software Migration project. The County needs the services of a consultant to help the County migrate VM/ESX Software from Version 4.1 to Version 5.1. The project will also include upgrading the ESX host from Version 5.0 to Version 5.1 and upgrading the VMCenter Database from Version 4.1 to Version 5.1.

The County's current environment is a cluster of several ESX Host 4.1 Version servers. The County needs a consultant to help upgrade, migrate and configure to one (1) ESX Host. Currently, County staff that need access to VM servers have to install a VM Client on their machine. The objective is to move the IS department to the latest ESX operating system host and utilize the maximum memory on the servers since users of VM Vendor can now use the Web to access VM servers.

Project Deliverables

- Assess the County's existing ESX Host, VM Servers and VM Database environment.
- Develop a project plan for the design of a new ESX Host and VMCenter environment that meets the County's objective.
- Build, test and implement the new environment.
- Formal presentation to County IS support staff that gives overview of the project results.
- Documentation that provides pertinent project information to system administrators.
- Facilitate a closure meeting with IS support staff.

Project Milestones and Schedule

• Milestone 1: Assessment & Migration Plan

Assess the County's current environment and develop a plan for the following:

- Migration of VM/ESX from Version 4.1 to Version 5.1.
- Migration of ESX Host from Version 5.0 to Version 5.1.
- Upgrade of VMCenter Database from Version 4.1 to Version 5.1.
- Upgrade, migration & configuration of one (1) ESX Host.

Target completion by: TBD

• Milestone 2: Implementation of Migration Plan

- Build, test and implement the new environment.

Target completion by: TBD

- **Milestone 3: Formal Presentation**

- A formal presentation to County IS support staff that gives an overview of the project results.
- Documentation that provides pertinent project information to be distributed during the presentation.
- Presentation to function as closure meeting with County IS staff.

Target Completion by: TBD

Project Environment

- The County will provide a single point of contact to help the Vendor's consultant coordinate access to required project materials, resources and personnel.
- The County will provide any necessary documents/diagrams detailing the existing environment specifications/architecture in a timely manner.
- The County will provide the consultant an appropriate workspace while s/he is on-site at the County.
- The County will provide the consultant any necessary site-access badges.
- The County will make the appropriate County staff available to the consultant.

Responsibilities Expected of the Selected Vendor

- Vendor shall keep the County informed on the progress of the project on a weekly basis. Vendor may provide status updates via email messages, weekly status reports or phone calls.
- All County information and documentation is to be considered sensitive and confidential. Consultant will treat such information with the same degree of care with which it treats its own sensitive and confidential information.
- Vendor is to encourage and facilitate knowledge transfer with the County.
- Time is of the essence and consultant shall strive to complete this project on time. If consultant foresees a delay in services, consultant shall give the County immediate notice of such delay and the parties will determine ways to mitigate the delay's impact on the project.
- The Vendor will assign a primary contact that will be responsible for all formal communications for the project.
- The Vendor's consultant will act in a professional manner and abide by the County personnel rules and policies copies of which are available upon request.
- Vendor warrants that all services will be performed with the highest standard of professional service, be free from defects and conform with the requirements of this SOW. Any services corrected or re-performed will be covered by this warranty. Non-conforming services will be replaced, corrected or re-performed at Vendor's expense.

Required Skills

Master Contract resource category: Analyst-Technical

Vendor's consultant must have the following skills:

- 3 -5 years experience with Windows server environment
- 3-4 years experience managing and configuring print servers
- 4-5 years configuring and managing group policies

Process Schedule

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|--|------------------------|
| • Deadline for Questions | 10/16/2013, 2:00pm CDT |
| • Anticipated Posted Response to Questions | 10/18/2013, 5:00pm CDT |
| • Proposals due | 10/21/2013, 5:00pm CDT |
| • Anticipated proposal evaluation begins | 10/22/2013, 2:00pm CDT |
| • Anticipated proposal evaluation & decision | 10/28/2013, 5:00pm CDT |

Questions

Any questions regarding this Statement of Work should be submitted via e-mail by 10/16/2013, 2:00pm CDT to:

Becky Kwapick, Contract Manager
Information Services
becky.kwapick@co.ramsey.mn.us

Questions and answers will be posted on the Office of Enterprise Technology website by approximately 10/18/2013, 5:00pm CDT(http://mn.gov/buyit/statements/mcp902ts_active.html).

SOW Evaluation Process

- Resume/Experience (70%)
- Hourly rate (30%)

Please note that this SOW does not obligate the state to award a work order or complete the assignment, and the state reserves the right to cancel the solicitation if it is considered to be in its best interest. The Agency reserves the right to reject any and all proposals.

Response Requirements

- Firm's history and accomplishments including any industry certifications.
- Descriptions and documentation of consultant's technical expertise and experience.
- Name of Vendor's official contact person for any contractual relationship.
- Detailed response to all SOW requirements including but not limited to:
 - a) Vendor's plan to meet the County's business needs and an explanation of its proposed solution for each separate Deliverable.
 - b) Vendor's plan to complete the Project Milestones and proposed completion dates.
 - c) Hourly rate and estimated project costs.
- Conflict of interest statement as it relates to this project.
- Required forms to be returned or additional provisions that must be included
 - a) Affirmative Action Certificate of Compliance (if over \$100,000)
<http://www.mmd.admin.state.mn.us/doc/affaction.doc>
 - b) Affidavit of non-collusion
<http://www.mmd.admin.state.mn.us/doc/noncollusion.doc>
 - c) Certification Regarding Lobbying
<http://www.mmd.admin.state.mn.us/doc/lobbying.doc>
 - d) Veteran-Owned/Service Disabled Veteran-Owned Preference Form
<http://www.mmd.admin.state.mn.us/doc/vetpref.doc>

Proposal Submission Instructions

Submit proposals via email no later than 5:00 pm Central Time on 10/21/13 to:

Becky Kwapick, Contract Manager
Information Services
becky.kwapick@co.ramsey.mn.us

General Requirements

Proposal Contents

By submission of a proposal, Responder warrants that the information provided is true, correct and reliable for purposes of evaluation for potential award of a work order. The submission of inaccurate or misleading information may be grounds for disqualification from the award as well as subject the responder to suspension or debarment proceedings as well as other remedies available by law.

Indemnification

In the performance of this contract by Contractor, or Contractor's agents or employees, the contractor must indemnify, save, and hold harmless the State, its agents, and employees, from any claims or causes of action, including attorney's fees incurred by the state, to the extent caused by Contractor's:

- 1) Intentional, willful, or negligent acts or omissions; or
- 2) Actions that give rise to strict liability; or
- 3) Breach of contract or warranty.

The indemnification obligations of this section do not apply in the event the claim or cause of action is the result of the State's sole negligence. This clause will not be construed to bar any legal remedies the Contractor may have for the State's failure to fulfill its obligation under this contract.

Disposition of Responses

All materials submitted in response to this SOW will become property of the State and will become public record in accordance with Minnesota Statutes, section 13.591, after the evaluation process is completed. Pursuant to the statute, completion of the evaluation process occurs when the government entity has completed negotiating the contract with the selected vendor. If the Responder submits information in response to this SOW that it believes to be trade secret materials, as defined by the Minnesota Government Data Practices Act, Minn. Stat. § 13.37, the Responder must: clearly mark all trade secret materials in its response at the time the response is submitted, include a statement with its response justifying the trade secret designation for each item, and defend any action seeking release of the materials it believes to be trade secret, and indemnify and hold harmless the State, its agents and employees, from any judgments or damages awarded against the State in favor of the party requesting the materials, and any and all costs connected with that defense. This indemnification survives the State's award of a contract. In submitting a response to this RFP, the Responder agrees that this indemnification survives as long as the trade secret materials are in possession of the State.

The State will not consider the prices submitted by the Responder to be proprietary or trade secret materials.

Conflicts of Interest

Responder must provide a list of all entities with which it has relationships that create, or appear to create, a conflict of interest with the work that is contemplated in this request for proposals. The list should indicate the name of the entity, the relationship, and a discussion of the conflict.

The responder warrants that, to the best of its knowledge and belief, and except as otherwise disclosed, there are no relevant facts or circumstances which could give rise to organizational conflicts of interest. An organizational conflict of interest exists when, because of existing or planned activities or because of relationships with other persons, a vendor is unable or potentially unable to render impartial assistance or advice to the State, or the vendor's objectivity in performing the contract work is or might be otherwise impaired, or the vendor has an unfair competitive advantage. The responder agrees that, if after award, an organizational conflict of interest is discovered, an immediate and full disclosure in writing must be made to the Assistant Director of the Department of Administration's Materials Management Division ("MMD") which must

include a description of the action which the contractor has taken or proposes to take to avoid or mitigate such conflicts. If an organization conflict of interest is determined to exist, the State may, at its discretion, cancel the contract. In the event the responder was aware of an organizational conflict of interest prior to the award of the contract and did not disclose the conflict to MMD, the State may terminate the contract for default. The provisions of this clause must be included in all subcontracts for work to be performed similar to the service provided by the prime contractor, and the terms "contract," "contractor," and "contracting officer" modified appropriately to preserve the State's rights.

IT Accessibility Standards

Responses to this solicitation must comply with the Minnesota IT Accessibility Standards effective September 1, 2010, which entails, in part, the Web Content Accessibility Guidelines (WCAG) 2.0 (Level AA) and Section 508 Subparts A-D which can be viewed at:

http://www.mmd.admin.state.mn.us/pdf/accessibility_standard.pdf

Nonvisual Access Standards

Nonvisual access standards require:

- 1) The effective interactive control and use of the technology, including the operating system, applications programs, prompts, and format of the data presented, are readily achievable by nonvisual means;
- 2) That the nonvisual access technology must be compatible with information technology used by other individuals with whom the blind or visually impaired individual must interact;
- 3) That nonvisual access technology must be integrated into networks used to share communications among employees, program participants, and the public; and
- 4) That the nonvisual access technology must have the capability of providing equivalent access by nonvisual means to telecommunications or other interconnected network services used by persons who are not blind or visually impaired.

Preference to Targeted Group and Economically Disadvantaged Business and Individuals

In accordance with Minnesota Rules, part 1230.1810, subpart B and Minnesota Rules, part 1230.1830, certified Targeted Group Businesses and individuals submitting proposals as prime contractors will receive a six percent preference in the evaluation of their proposal, and certified Economically Disadvantaged Businesses and individuals submitting proposals as prime contractors will receive a six percent preference in the evaluation of their proposal. Eligible TG businesses must be currently certified by the Materials Management Division prior to the solicitation opening date and time. For information regarding certification, contact the Materials Management Helpline at 651.296.2600, or you may reach the Helpline by email at mmdhelp.line@state.mn.us. For TTY/TDD communications, contact the Helpline through the Minnesota Relay Services at 1.800.627.3529.

Veteran-Owned Preference

In accordance with Minn. Stat. § 16C.16, subd. 6a, (a) Except when mandated by the federal government as a condition of receiving federal funds, the commissioner shall award up to a six percent preference on state procurement to **certified small businesses** that are **majority-owned and operated by:**

- (1) recently separated veterans who have served in active military service, at any time on or after September 11, 2001, and who have been discharged under honorable conditions from active service, as indicated by the person's United States Department of Defense form DD-214 or by the commissioner of veterans affairs;
- (2) veterans with service-connected disabilities, as determined at any time by the United States Department of Veterans Affairs; or

- (3) any other veteran-owned small businesses certified under section [16C.19](#), paragraph (d).

In accordance with Minn. Stat. § 16C.19 (d), a veteran-owned small business, the principal place of business of which is in Minnesota, is certified if it has been verified by the United States Department of Veterans Affairs as being either a veteran-owned small business or a service disabled veteran-owned small business, in accordance with Public Law 109-461 and Code of Federal Regulations, title 38, part 74.

To receive a preference the veteran-owned small business must meet the statutory requirements above by the solicitation opening date and time.

If you are claiming the veteran-owned preference, **attach documentation, sign and return the Veteran-Owned Preference Form with your response to the solicitation.** Only eligible veteran-owned small businesses that meet the statutory requirements and provide adequate documentation will be given the preference.